

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones	Confirmation No.: 1039
Application No.: 09/477,991	Group No.: 2457
Filed: January 5, 2000	Examiner: Barbara N. Burgess
For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER	

Mail Stop: Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Introductory Comments

In response to the Office action dated July 9, 2009 (hereinafter “the Office action”), please consider the following remarks.